



Travelers are clans of illegal door-to-door home repair contractors who commit painting, roofing, and paving scams. The Contractors State License Board urges consumers to be wary and to watch for Traveler “red flags.”

Traveler Tip Sheet

Travelers are clans of illegal, door-to-door home repair contractors who commit painting, roofing, and paving repair scams against homeowners throughout California. Not every door-to-door solicitor or family-owned business member operates as a Traveler; however, the Contractors State License Board urges consumers to be wary and to watch for these Traveler “red flags.”

Manner

- Door-to-door solicitation from individuals related by family
- Use of confusing invertible names such as mixing *Charles Johnston Stewart* and *Charles Stewart Johnston*
- High pressure or scare tactics

Business Practice

- Reluctance to give an up-front price or provide a written contract
- Demand of cash payments
- Immediately cashing a check
- Providing a toll-free (800) telephone number instead of a local contact number
- Providing a post office box, private mail box or suite number instead of a business address
- Targeting elderly, widowed or single homeowners

Common Scams

- Offer to perform painting, roofing or paving work
- A claim they have left-over material at a cheap price from a job in the neighborhood
- Spraying a useless, watery liquid on the roof, fences or driveway
- Spraying a so-called “sealant” on the roof, fences, concrete, or asphalt
- Spraying crank case oil on the roof
- A claim that a relative did work previously and they now want to perform a complimentary inspection
- Pushing a few new wood shakes under old roofing shakes

(continued)



Traveler Tip Sheet, continued

- Secretly placing a wet hand or sponge on the home's inside walls and claiming the roof has a leak
- Charging by the can to paint a home, then using many times more cans of paint than needed

Watch for These

- Brand new vehicles
- Out-of-state license plates
- Chrome gas covers
- The word "courtesy" on license plate frames

Follow These Tips

- Be cautious of door-to-door solicitations, especially when the contractor wants to begin work immediately
- Be aware that your contractor must notify you of your right to cancel within three days of signing a contract
- Be a good neighbor and report any suspicious home improvement activity if your neighbor is elderly or otherwise vulnerable
- Be a smart consumer and follow CSLB's 10 tips for making sure your contractor measures up

If you or a neighbor have hired or been solicited by someone fitting the description of a Traveler, please contact the Contractors State License Board in Southern California at (562) 466-6017 or in Northern California at (916) 255-2924.

The Contractors State License Board, which operates under the umbrella of the California Department of Consumer Affairs, licenses and regulates California's 278,000 contractors. The CSLB investigates 25,000 complaints against licensed and unlicensed contractors every year. Check out CSLB on-line at www.cslb.ca.gov or toll-free at (800) 321-CSLB.